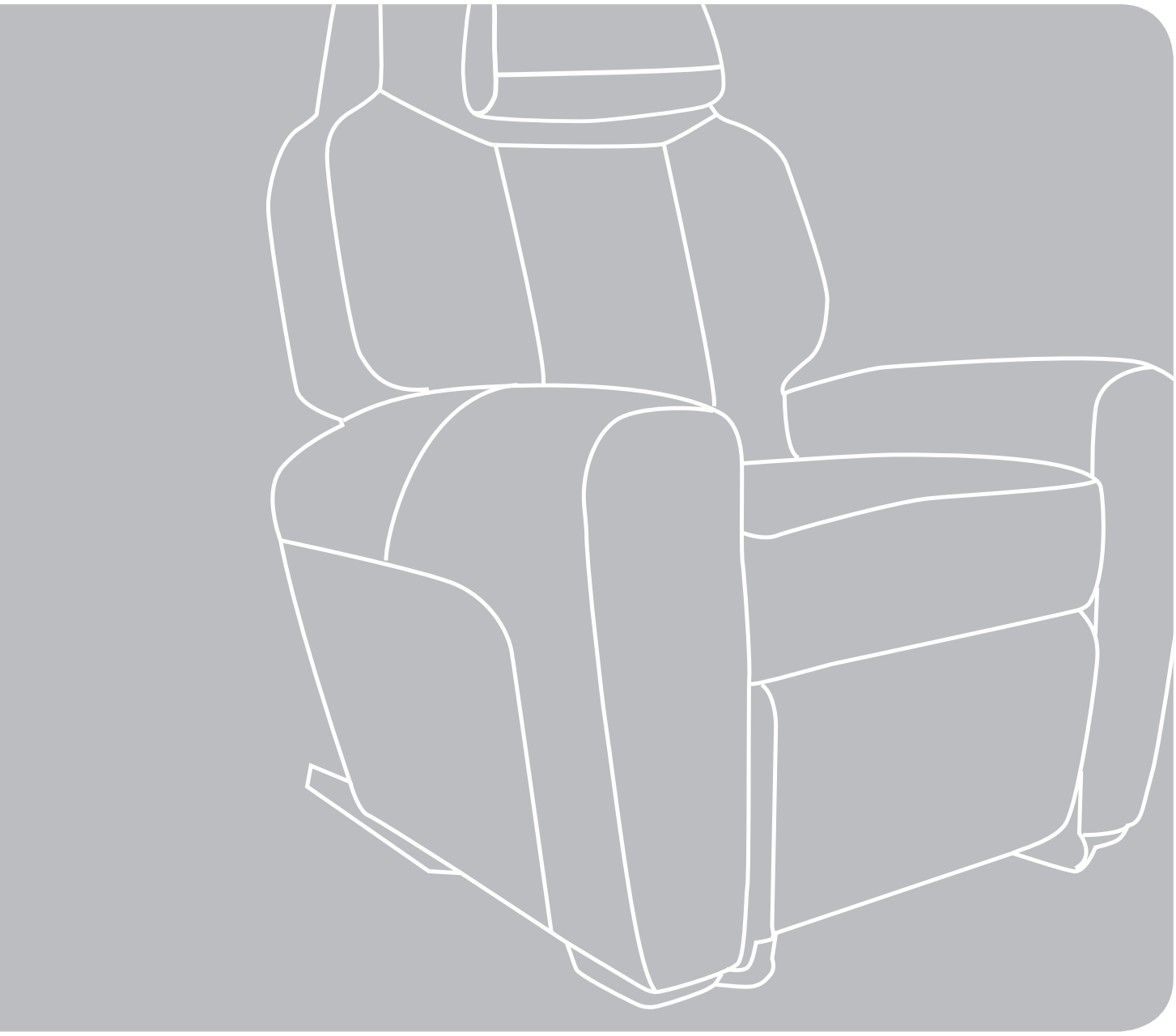
troubleshooting guide

acuTouch® 9500 | 9500x



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Please forward any questions or comments regarding this Troubleshooting Guide to documentation@humantouch.com.

HT-9500/HT-9500X Troubleshooting

This Troubleshooting Guide walks you step-by-step through the diagnosis of HT-9500/HT-9500X customer problems. It is important to follow these steps carefully, to ensure that the problem is diagnosed correctly, and therefore the appropriate repair action is taken.

Getting Started

To begin:

1. Turn the power switch on the back of the chair to Off, wait approximately five seconds, then turn it back On.
2. Wait 30 seconds while a system check is performed, observing whether the backrest massage mechanism and the foot-and-calf massager paddles move. If they do not, see "Power" on page 3.
3. If the problem still exists, choose from the following issues:

To Troubleshoot This Issue:	Do the following:
My remote control is not working	See "Remote" on page 4.
My foot and calf massager is not working	See "Foot and Calf Massager " on page 4.
My back massaging is not working properly	See "Back Massage" on page 7.
My heat is not working.	See "Heat" on page 7.

To Troubleshoot This Issue:	Do the following:
My Massage Comfort Control is not working	Place your hand on the front left or right side of the backrest while adjusting the Massage Comfort setting using the remote control. • If the air bags are both inflating and deflating as you adjust the setting from 1 to 7 and back and the remote beeps when the airbags are fully inflated, but the massage comfort numbers on the controller are not changing accordingly, replace the remote. • If the air bags inflate but will not deflate and/or the Massage Comfort LED on the remote is stuck on the same number despite the air bags inflating/deflating properly, replace the main PCB and the daughter board. • If the Massage Comfort system will not maintain the desired setting (decreases on its own), replace the Main PCB. • If the air bags are not inflating or deflating, replace the chair base.
My Seat massage is not working	• The seat massage does not work at all—replace the chair base. • The seat massages only on one side—replace the chair base. • The seat massage works, but when you turn off the seat massage the air bags stay inflated—replace the backrest.
My backrest won't recline/incline	See "Recline/Incline" on page 8.
My chair has a loud noise coming from the seat area	While some noise is normal, excessive noise is likely caused by the air compressor assembly vibrating against the housing that surrounds it. See separate repair instruction entitled "Adjusting the Air Compressor Assembly." If this does not solve the problem, replace the chair base.
My convenience outlet is not working.	See "Convenience Outlet" on page 9.
HT-Connect doesn't work (HT-9500 only)	After using this Troubleshooting Guide to verify that the problem does not reside within the chair, contact customer service for assistance with the HT-Connect app.

Power

Step 1: Check the power LED.

Check the status of the power panel LED, located on the back of the left-hand armrest above the power switch. If the power LED lights, go to “Step 4: Replace the AC outlet fuse..”

Step 2: Check the power cord.

1. Verify that the power cord is plugged securely into the chair’s power panel and is not damaged.
2. If the power cord is damaged, replace the power cord.
3. If the power cord connection is not secure, secure it, then recheck the power LED status.
4. If the power LED lights, but there is still no massage mechanism movement, see "Step 4: Replace the AC outlet fuse." on page 3.

Step 3: Check the wall outlet.

1. Plug a different device into the AC outlet into which the chair is plugged.
2. If the device does not work (is not receiving power), the AC outlet is most likely not working. Plug the chair into a different AC outlet to verify that it receives power.

Step 4: Replace the AC outlet fuse.

Even though the power panel LED (located on the back of the left-hand armrest) is lit, the AC outlet fuse may still be blown or broken, which interferes with the remote control function. Replace the fuse.

The AC outlet fuse is the left of the two fuses, located on the power panel.

To replace the fuse:

1. Turn the power switch to OFF and unplug the chair from the wall outlet.
2. Using your fingers, turn the fuse holder knob (located on the power panel) approximately 1/8 turn counter-clockwise.

   The fuse holder pops out.
3. Replace it with a new fuse of the same rating.

4. Reinsert the fuse holder into the power panel, then turn it 1/8 turn clockwise to secure it.
5. Plug the chair back into the wall outlet and turn it on.
6. Verify that the remote control LEDs now light.

Step 5: If the chair is still not receiving power, replace the backrest.

Remote

If the remote control beeps repeatedly even when you are not pushing any buttons:

The HT-Connect board is not working properly. Replace the HT-Connect board. If this problem is occurring and you have already replaced the HT-Connect board, replace the HT-Connect board again, along with the remote. If this does not resolve the problem, replace the backrest.

If one or more remote control LEDs do not light when you push the corresponding button, but the function the button controls works properly:

The remote control is not working properly. Verify that the remote control cable connection to the backrest cover is secure. If that does not solve the problem, replace the remote.

If the remote control LED lights but the function it controls is not working properly:

The problem is most likely in the function controlled by the remote, not in the remote itself. See the section pertaining to the function that is not working for further diagnosis.

Foot and Calf Massager

The foot and calf massager collides with the seat when I try to retract it, and then it shuts down:

NOTE

Do not attempt to retract the foot and calf massager while sitting on the front edge of the seat cushion—this may cause the foot and calf massager to collide with the seat.

1. Pull up on the foot and calf massager rotation release handle, then rotate the foot and calf massager away from the chair until you hear and feel it lock into place. The smooth side of the foot and calf massager is now facing up.
2. Pull up on the foot and calf massager rotation release handle, then rotate the foot and calf massager back toward the chair until you hear and feel it lock into place.
3. Without pulling the rotation release handle, gently try to rotate the foot and calf massager away from the chair again. It should be locked in place, unable to rotate.
4. Reattempt to retract the foot and calf massager.

IMPORTANT

If the rotation release handle unlocks on its own during use, thus causing repeated problems deploying or retracting the foot and calf massager, the rotation release handle cable needs to be adjusted. See the repair instruction, “Adjusting the Rotation Release Handle.”

5. If the foot and calf massager still collides with the seat when retracting, remove the seat cushion and then reinstall it, making sure that the cushion is positioned all the way back against the backrest.

The foot and calf massager does not retract the last couple inches:

Due to space limitations the foot and calf massager extends slightly past the front of the armrests when fully retracted—this is perfectly normal.

The foot and calf massager will not deploy or retract at all:

1. Pull up on the foot and calf massager rotation release handle, then rotate the foot and calf massager away from the chair until you hear and feel it lock into place. The smooth side of the foot and calf massager is now facing up.
2. Pull up on the foot and calf massager rotation release handle, then rotate the foot and calf massager back toward the chair until you hear and feel it lock into place.
3. Without pulling the rotation release handle, gently try to rotate the foot and calf massager away from the chair again. It should be locked in place, unable to rotate.

4. Reattempt to retract/deploy the foot and calf massager. If the foot and calf will still not retract/deploy, replace the chair base.

IMPORTANT

If the rotation release handle unlocks on its own during use, thus causing repeated problems deploying or retracting the foot and calf massager, the rotation release handle cable needs to be adjusted. See the repair instruction, “Adjusting the Rotation Release Handle.”

The foot and calf massager is not massaging or vibrating:

IMPORTANT

The foot and calf massager must be deployed until it is no longer touching the floor and locked into position with the massage wells facing up for the foot and calf massage and circulation functions to work.

1. Using the remote control (Legs Down button), attempt to fully retract the foot and calf massager until it beeps twice, and then fully deploy it until it beeps twice.
2. If the foot and calf massager circulation or massage functions are still not working, replace the foot and calf massager.

The foot and calf massager hesitates when changing directions:

This is due to the gears shifting, and is perfectly normal.

The foot and calf massager deploys too slow / at a different speed than it retracts:

The footrest deployment/retraction speed is designed with your safety in mind - this is perfectly normal.

The foot and calf massager is bouncy (up/down or side-to-side) when deploying and retracting.

This is because of the very extensive range of operations (only one in the world) and is perfectly normal.

The foot and calf massager sound varies when deploying and retracting.

This is because of the advanced mechanical system required to support the very extensive range of operations (only one in the world) and is perfectly normal.

The foot and calf massager circulate function will not shut off:

If this occurs, there is a problem with the main control board. Replace the backrest:

I stood/sat on my foot and calf massager and it broke:

Replace the chair base.

Back Massage

Choose from the following:

To Troubleshoot This Issue:	Do the Following:
My Kneading/ Percussion/Compression/ Rolling massage is not working	Replace the backrest.
My After Work Stretch (Program 5) is not working	You must fully recline the backrest after selecting the Stretch program.

Heat

IMPORTANT

The heater heats slowly, taking at least five minutes to warm up.

1. Press the Heat button on the remote control.
2. Watch the remote control timer until it counts down at least five minutes.
3. Check the left and right sides of the backrest to determine if either side feels warm.
4. If either side does not feel warm, replace the backrest.

Recline/Incline

The backrest is in the fully upright position but will not recline

1. Power the chair off and then back on.
2. If the problem still exists, order a replacement Main PCB.

The backrest will not recline or incline

1. Power the chair off and then back on.
2. If the problem still exists, order a replacement actuator.
3. Before installing the new actuator, power off the chair and unplug it.
4. Unplug the old actuator from the corresponding connector and plug the new actuator into the connector.
5. Use the remote control to test the recline and incline functions. If the actuator moves in both directions, install the new actuator into the chair following the instructions that came with the actuator.
6. If this does not solve the problem, there is likely a defective cable harness in the chair base. Replace the chair base.

The backrest will not recline all the way but will incline

1. Power the chair off and then back on.
2. Test the recline. If it still does not work, tap the safety sensor with your foot several times to ensure that it is not stuck.
3. If the problem still exists, order a replacement actuator.
4. Before installing the new actuator, power off the chair and unplug it.
5. Unplug the old actuator from the corresponding connector and plug the new actuator into the connector.
6. Use the remote control to test the recline and incline functions. If the actuator moves in both directions, install the new actuator into the chair following the instructions that came with the actuator.
7. If this does not solve the problem, there is likely a defective cable harness in the chair base. Replace the chair base.

Convenience Outlet

NOTE

This section pertains to 120-volt product only; 230-volt products do not contain convenience outlets.

The convenience outlet fuse is the right of the two fuses, located on the bottom of the power panel.

1. Verify that the device being plugged into the convenience outlet does not draw more than 1 Amp of power. (If it does, it cannot be plugged into the convenience outlet as it will blow the fuse).
2. Verify that the device being plugged into the convenience outlet works when plugged into a wall outlet.
3. Turn the power switch to OFF and unplug the chair from the wall outlet.
4. Using a small screwdriver or a coin, turn the fuse holder (located on the power panel) approximately 1/8 turn counter-clockwise.

   The fuse holder pops out.
5. Replace the fuse with a new fuse of the same rating.
6. Reinsert the fuse holder into the power panel, then turn it 1/8 turn clockwise to secure it.
7. Plug the chair back into the wall outlet and turn it on.
8. If the convenience outlet is still not receiving power, replace the chair base.

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